

## Medical Marijuana Registry

## Medical Marijuana Centers Update October 2012

This *Medical Marijuana Centers Update* provides a brief update on policies, procedures and activities at the Medical Marijuana Registry For questions or comments, please contact us at 303-692-2184 or medical.marijuana@state.co.us.

The Medical Marijuana Registry supports Colorado citizens' medical care needs by administering a statewide program for legal access to medical marijuana.

## **Modified Application Processes**

The Registry modified its application rejection process in August to increase approval rates and reduce potential for denied applications.

- 1. Retention of rejected applications: The Registry no longer returns rejected paperwork to patients along with the Rejection of Application form requesting corrections. By retaining the patient's paperwork, the Registry is able to provide more direct customer service to patients with questions about corrections.
- 2. Application corrections may be faxed and/or emailed: Recently the Registry informed its partners that patients could submit supplemental paperwork by fax or e-mail. Only requested corrections to applications are accepted by fax or e-mail, all other forms and paperwork must be mailed to the Registry. Paperwork received by fax or e-mail that is not in response to a Registry request is shredded. To submit non-monetary corrections, patient may:
  - **Send by fax:** Submit a copy of the Rejection of Application form, the requested changes, and a cover letter to the attention of Customer Service at 303-758-5182.
  - E-mail corrections: Send a scanned copy of the Rejection of Application form and the requested paperwork to <a href="mailto:medical.marijuana@state.co.us">medical.marijuana@state.co.us</a>. Put "Customer Service" in the subject line.
  - If you do not have the Rejection of Application form: Write the last four digits of the patient's social security number and his/her date of birth on the paperwork before submitting.
  - When sending photo IDs or social security cards:
    The background colors and pictures on photo
    IDs and social security cards often turn black in
    the faxing process. On a copy machine, enlarge
    the document by 150% and lighten it so all
    printed information can be clearly read.
- **3.** Correction processing time: Corrections are processed along with other mail received by the date of submission. It takes approximately 4 to 6 weeks to process corrections and mail cards to the patient.

## **Improve Patient Success**

- 1. Ensure patient information is on the form of payment. Often the Registry receives money orders or checks that do not have patient names on them. If these documents are separated from patient paperwork, they may not be appropriately applied. Please clearly write the patient's name and last four digits of his/her social security number on money orders or checks.
- 2. Create easy access to current forms. The Registry has seen an increase in old forms submitted by patients. If your organization provides web-based access to Registry forms, please create a link to our forms page rather than post the actual form on your website. Many patients have had their paperwork rejected because they were not on the correct forms. You can find the electronic version of all forms at <a href="www.colorado.gov/cdphe/medicalmarijuana">www.colorado.gov/cdphe/medicalmarijuana</a>.
- 3. Ensure copied paperwork is clear and complete. Patients have expressed concern that the Registry will reject their application because they submitted a copy, or the paperwork was not completed in blue ink. The Registry removed all requirements for original paperwork in July 2011. Copies of paperwork are acceptable as long as the copy is not on security paper that reads "VOID" when copied. The notary seal must also be visible on the copy.
- 4. Encourage patients to use the customer service line for status updates, record questions or to report changes. Customer service representatives are available Monday through Friday from 9 a.m. to 10 p.m. and on weekends from 9:00 a.m. to 5:00 p.m. Patients will get the quickest response by calling 303-692-2184 and selecting option 3. Please do not use the direct line for physicians and medical marijuana centers to check patient status or request changes, unless the patient has first tried to resolve concerns directly with a customer service representative.
- 5. Clearly write out complete patient address. The Registry receives many cards back in return mail due to bad addresses. Please ensure that patients spell out street names and include apartment/unit numbers. To avoid breaches of confidential information, the Registry keys data from applications just as it is written on the form.
- 6. Require valid paperwork for purchase. Recently the Registry has had an increase in medical marijuana center employees calling to request patient card numbers to verify patients' right to purchase. The Registry cannot verify patient information for center employees. Per legislation, patients must present a valid registration card and current photo ID at the time of purchase. New patients may use a copy of their application packet, a photo ID, and a copy of the certified mailing receipt as temporary paperwork for 35 days from the date of mailing. Sending patient corrections by certified mail does not initiate a new 35-day purchasing period.

Website: <a href="http://www.colorado.gov/cdphe/medicalmarijuana">http://www.colorado.gov/cdphe/medicalmarijuana</a>